

March 24, 2021

Jean Kalbacher
Chief Executive Officer
United Healthcare
1 East Washington - Suite 800
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters September 2020

Dear Ms. Kalbacher:

This attached information will provide the final aged pended encounter sanctions for the quarter ending September 2020. According to the Contract (YH19-0001-06), United Healthcare (UHC) is required to resolve all pended encounters within 120 calendar days of the processing date. If this requirement is not met, the Contractor is subject to sanctions.


The exception to the above is when the pended encounter is due to an Arizona Health Care Cost Containment System (AHCCCS) error. AHCCCS error is defined as a pended encounter, which AHCCCS acknowledges to be the result of its own error, and requires a change to the system programming, an update to the database reference table, or further research by AHCCCS. Contractors must notify AHCCCS, in writing that the resolution of a pended encounter depends on AHCCCS instead of the Contractor. Pended encounters do not qualify as AHCCCS error if AHCCCS reviews the Contractor's notification and asks the Contractor to research the issue and provide additional substantiating documentation, or if AHCCCS disagrees with the Contractor's claims of AHCCCS error.

AHCCCS distributed the preliminary sanction results, including a summary of encounters excluded from sanctions as AHCCCS error, on November 19, 2020. The Contractor was provided an opportunity to review the preliminary results, and challenge those encounters believed to be sanctioned in error. The Contractor's submitted mitigation was considered, and when appropriate, the mitigated encounters were removed from the final sanctionable encounters. The preliminary sanctionable number of pended encounters for United Health Care was 1 and the final sanction number pended encounters for this quarter is 0. There is no sanction for September 2020.

Ms. Kalbacher
March 24, 2021
Page 2

If you have any questions regarding your encounter sanctions, please contact Gina Aker at Gina.Aker@azahcccs.gov, (602) 417-4016.

Sincerely,


Meggan LaPorte (Mar 25, 2021 17:45 PDT)

Meggan LaPorte, CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #5700

cc: Matthew Isiogu
Lori Petre
Devra Navas
Pamela Sullivan
Aker, Gina
Christina Quast
DAR File
patricia.gilman@uhc.com
olivia.patton@uhc.com